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February 28, 2013

VIA ELECTRONIC FILING

Paul Clanon, Executive Director
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102-3298

Re: Verizon Wireless 2012 General Order 156 Compliance Filing –
Annual Report and Annual Plan

Dear Mr. Clanon:

Pursuant to Decision 11-05-019, Section 5.2, Verizon Wireless hereby electronically files its 2012 Annual Report and Annual Plan. This report is available to others upon request.

This 2012 General Order 156 Report and Annual Plan is submitted on behalf of the following entities d/b/a Verizon Wireless in California:

Cellco Partnership (U-3001-C);
California RSA No. 4 Limited Partnership (U-3038-C);
Fresno MSA Limited Partnership (U-3005-C);
GTE Mobilnet of California Limited Partnership (U-3002-C);
GTE Mobilnet of Santa Barbara Limited Partnership (U-3011-C);
Los Angeles SMSA Limited Partnership (U-3003-C);
Modoc RSA Limited Partnership (U-3032-C);
Sacramento Valley Limited Partnership (U-3004-C);
Verizon Wireless (VAW) LLC (U-3029-C); and,
WWC License L.L.C. (U-3025-C).

Very truly yours,

A handwritten signature in black ink, appearing to be "KR" followed by a horizontal line.

Kurt R. Rasmussen
Vice President-Regulatory

Attachment

cc: Douglas Phason
Marshall Kennedy



**WOMEN, MINORITY, AND DISABLED VETERAN
BUSINESS ENTERPRISE
ANNUAL REPORT AND ANNUAL PLAN**

CPUC

ANNUAL REPORT

**GO 156, §9.0.0: W/M/DV BE ANNUAL REPORT/ANNUAL PLAN
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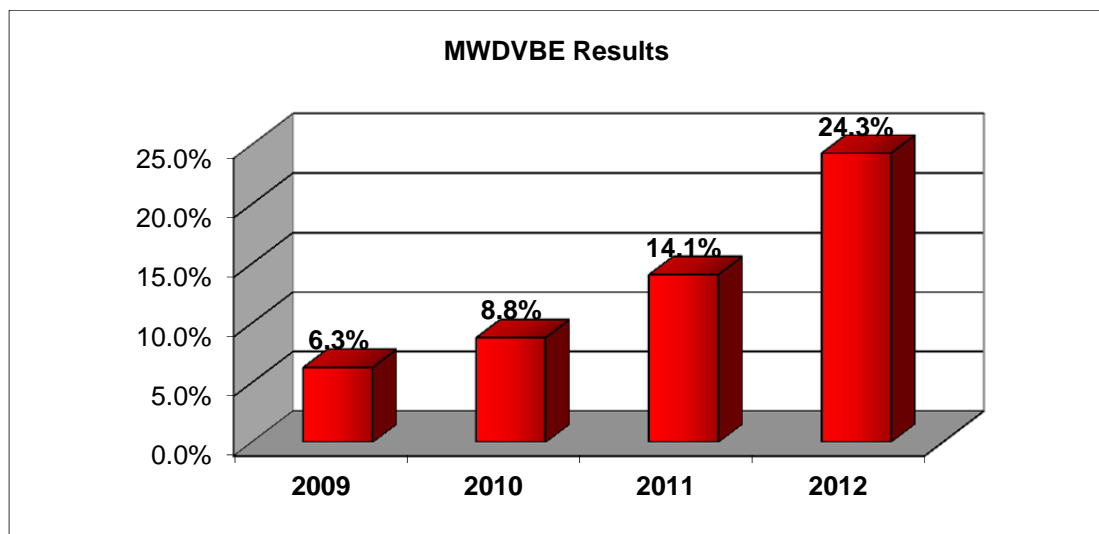
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INTRODUCTION

In accordance with the requirements of the California Public Utilities Commission, (CPUC) General Order 156, Verizon Wireless hereby electronically submits the attached Annual Report and Annual Plan that cover women-, minority-, and qualified veteran-owned business enterprise (W/M/DV BE) activities from January 1, 2012 – December 31, 2012.

Verizon Wireless is one of the nation's largest providers of wireless services. In 2006, Verizon (parent company) consolidated the supplier diversity initiatives of Verizon Telecom, Verizon Business and Verizon Wireless into one unified Supplier Diversity group; therefore, Verizon's advocacy activities include all three business groups and will be referred to as Verizon and/or Verizon Wireless throughout the GO 156 submission.

For purposes of the GO156 submission, Verizon Wireless' spending with diverse suppliers will be filed separately from Verizon Telecom and Verizon Business. See chart below for a four-year history by percentage.



The chart above reflects 24.3% W/M/DV BE inclusion in 2012 which shows substantial improvement from the three previous years.

Verizon Wireless reports on a calendar year basis, from January 1 through December 31.

GO 156, §9.1.1: A description of W/M/DV BE program activities engaged in during the previous calendar year. Internal program activities.

Overview

INTERNAL PROGRAM ACTIVITIES

Key Procurement Opportunities

In 2012, Verizon Wireless continued to roll out its 4G LTE mobile broadband network and increased its focus on high spend area projects such as: advertising and marketing, network cellular construction and business services. Verizon Wireless intensified its efforts to provide key opportunities to women-, minority-, and disabled veteran-owned business enterprises (W/M/DV BEs) in these and other areas of focus in Verizon Wireless' supply chain.

Employee Education

- Supplier Diversity Awareness Training – Supplier Diversity continued to focus on its employee supplier diversity education training. Supplier Diversity Managers act as subject matter experts and provide information on certifications, reinforce the business case for supplier diversity, and continually educate the procurement teams on the various diversity resources for the identification of diverse suppliers.
- Business Group Meetings and Conferences –The Supplier Diversity team participates in business group meetings and conferences, as an important agenda topic. During these meetings with line of business vice presidents the team is able to share supplier diversity goals, results and initiatives. Follow-up meetings are scheduled to discuss progress and commitment to insure Verizon makes progress toward meeting its supplier diversity objectives.

Employee Recognition

Employee recognition is part of the Verizon Supplier Diversity Program. Each year Verizon honors an outstanding employee who supports and advocates Supplier Diversity initiatives and goals. This individual is recognized for his or her outstanding support and development of diverse suppliers and for his or her outstanding contribution toward meeting Verizon's diversity goals in California.

Supplier Diversity Champions

Verizon has Supplier Diversity Champions within Sourcing and Procurement and other internal organizations. These champions identify minority business opportunities and advocate at all employee levels by educating employees on the benefits of Supplier Diversity within the company and the corporate community. Verizon has a network of Supplier Diversity champions in Procurement, Marketing and the various lines of business that help broadcast and support Verizon's

Supplier Diversity initiatives within their departments and the business community. The champions also educate diverse suppliers on certification and verification, on-line registration, small business development and how to do business with Verizon. These advocates also attend and participate at many outreach events such as trade fairs, conferences, community fairs, and business development workshops.

Capacity Building Program - Premier Supplier Academy

In 2012, Verizon continued its efforts with the Premier Supplier Academy (PSA) to expand and grow our direct supplier procurement. The Academy provides an invaluable opportunity for invited WMDVBE's to meet with Verizon's prime suppliers; enables Verizon's primes to develop new business relationships; encourages our prime suppliers to provide additional opportunities for minority, women and disabled veteran owned businesses to participate in their procurement process. The PSA consists of two segments: 1) How to Do Business Workshops and 2) Supplier Diversity Fair. As a result of the success of the PSA, Verizon has expanded the program nationally.

- **How To Do Business Workshop**

In 2012, Verizon collaborated with four (4) major corporations to conduct "How To Do Business Workshops" throughout the nation. In the first quarter, Verizon conducted a Workshop that allowed the Cisco Systems Network Team to meet with seven minority, woman, and disabled veteran owned businesses from throughout the United States and three WMDVBEs from California to discuss processes, development and growth opportunities.

The third quarter "How to Do Business Workshop" brought together 10 California based minority, women, and disabled veteran owned businesses with Adecco Solutions, Verizon's prime for staffing and contingent workforce services. Adecco Solutions and Verizon explained their business models and supplier diversity best practices.

In the fourth quarter, Verizon collaborated with two major telecom network corporations, Juniper Networks and Alcatel-Lucent to conduct "How to Do Business Workshops". The Verizon – Alcatel-Lucent PSA workshop was held in Hidden Ridge-Irving, TX to support the existing LTE agreement and commitment to WMDVBEs for installation and maintenance. Alcatel-Lucent reviewed their detailed supplier selection processes, their current business model and supplier diversity best practices. A Verizon Sourcing Director presented the historical relationship with Alcatel-Lucent including the current network products and their implementation in our LTE rollout. This workshop brought together the Alcatel-Lucent Team and Verizon Sourcing Team with seven minority, women, and disabled veteran owned businesses, which included one minority-owned and one disabled veteran-owned businesses from the State of California.

The last Verizon PSA "How to Do Business Workshop" with Juniper Network was held at their Open Labs in Bridgewater, NJ- ten WMDVBEs were positioned to

support the \$100M contract and in support the prime supplier WMDVBE commitment, which included two minority-owned and service disabled veteran-owned businesses.

- **Supplier Diversity Fair**

Verizon conducted a PSA – “Promotional Marketing Fair” in Basking Ridge, New Jersey. The Supplier Diversity Fair provided diverse suppliers an opportunity to gain a better understanding of Verizon’s business needs and compatibilities. Verizon brought together ten minority, women, and disabled veteran-owned businesses for a line of business update presentation and to participate in one-on-one business matchmaking meetings with representatives from Verizon’s Sourcing and Marketing organizations, which included two minorities- and one service disabled veteran-owned businesses.

Internal Communication

In 2012, the Verizon Supplier Diversity team continued with an extensive internal communications effort:

1. Verizon issued comprehensive reports that tracked Supplier Diversity progress at both the corporate and affiliate level. Verizon also issued reports that tracked progress towards California W/M/DV BE goals. Verizon’s Supplier Diversity Leadership team provided detailed presentations about progress to Verizon business unit leaders, other key internal stakeholders, external advocacy groups, and W/M/DV BE suppliers.
2. Verizon’s website provides current information on certification and registration, supplier selection criteria, contact information, and other pertinent information for prospective suppliers.

Key California Initiatives

Each year, Verizon strives to exceed its supplier diversity goals. To do so, the supplier diversity team focuses on initiatives designed to integrate diversity into our procurement process and garner company-wide participation. There were several key initiatives for 2012 include the following:

- **Focus on Business and Procurement Opportunities:** Verizon continued to focus on business and procurement opportunities associated with network services, workforce enhancement and service agreements in continued support of building the infrastructure for our 4G LTE network. Verizon’s Supplier Diversity team led a strategic cross-functional effort to identify key focus areas, closely monitored improvement, examined service areas and found ways to infuse those areas with minority, women-owned and disabled veteran business enterprises to ensure progress was made to meet its WMDVBE goals.
- **Cross Functional Teams:** The supplier diversity team worked directly on cross-functional teams to ensure that W/M/DV BE suppliers were considered for every opportunity. Within the Verizon procurement process, Cross-Functional Teams consist of sourcing process leaders, lines of business managers and supplier

diversity managers. Supplier Diversity Managers provide input to business solutions that include diverse suppliers in order to achieve Verizon's Supplier Diversity goals. The effort and expertise of our Cross-Functional Teams created streamlined and consolidated purchases in order to generate savings and boost efficiencies as well as maintain and/or increase the utilization of diverse suppliers.

- **Expanded Internal Partnerships:** The Supplier Diversity team expanded their efforts and worked with Business Unit end users groups in areas where purchases are not governed by Strategic Sourcing initiatives. Partnerships with Sourcing, Network Services and Marketing Operations continued throughout 2012 to drive accountability and focus on results. The supplier diversity team targeted large and small Request for Proposals (RFPs) across the various products/services that had California spend impact.
- **Evaluated National RFPs:** The Supplier Diversity team reviewed and evaluated national RFPs for possible California impact. Supplier Diversity managers joined RFP teams to ensure that California WMDVBE objectives were integral to the supplier selection process. Where purchases were to be made directly from Original Equipment Manufacturers (OEMs), the team identified opportunities in the supply chain for value-added WMDVBE service providers.
- **Prime Supplier Focus:** Verizon continued to require its prime suppliers to develop and/or expand their own Supplier Diversity Programs. All prime supplier contracts must have a W/M/DV BE utilization plan. As a follow-up to each prime supplier's utilization plan, where goals were not being met, Verizon encouraged prime suppliers to make additional concerted efforts to use more W/M/DV BE subcontractors, invited them to participate in advocacy conferences and symposiums and to report quarterly as part of our W/M/DV BE second tier program.
- **Improve Processes and Procedures:** Verizon continued to build and improve on processes and procedures to better measure, monitor, and improve its performance towards California WMDVBE goals. Key areas include: progress reports, communication and education.
 - ✓ Progress Reports – Performance measure reports that track prime supplier overall use of diverse suppliers, which includes supplier spend.
 - ✓ Communication – Continuous communication and collaboration with prime suppliers, supply chain and key stakeholders to identify possible 2nd tier opportunities.
 - ✓ Education – Work with internal staff and prime suppliers to understand the commitment to second tier reporting and second tier goals.

GO 156 §9.1.1: Description of W/M/DV BE program activities during the previous calendar year. External program activities.

EXTERNAL PROGRAM ACTIVITIES

Second Tier Program

Verizon works with prime suppliers to achieve supplier diversity at multi-tiered levels within its value chain. In 2012, Verizon focused on its second tier program by conducting an internal audit of various contracts and amendments requiring second-tier spend from prime suppliers. The program requires all prime suppliers to report their utilization of W/M/DV BE subcontractors 30 days after each ending quarter. The purpose of the second tier program is to track prime suppliers subcontracting dollars spent with diverse, women-owned, and disabled veteran suppliers and insure inclusion and utilization of diverse suppliers throughout the Verizon supply chain while optimizing resources. The Supplier Diversity team frequently conducts training sessions to insure that the prime suppliers successfully enter their spend data into the portal.

Supplier Recognition

Facilitated by Verizon's Supply Chain Services' Quality Management organization, Verizon's Supplier Recognition Program recognizes those suppliers of products and services who achieved overall performance excellence during 2012. Supplier awards are presented each year in eleven (11) categories, which includes Supplier Diversity – W/M/DV BE and Supplier Diversity – Tier 1. Verizon's recognition program is an important element of supplier diversity as it has a multiplier effect: recognized suppliers use the award to attract business from other companies.

Capacity Building and Technical Assistance Programs

Verizon has formed strategic alliances with chambers of commerce, business associations, and other organizations that are dedicated to helping diverse businesses be more efficient and effective in operating by partnering with them to provide technical assistance, capacity building, and training programs. In 2012, Verizon partnered with the following chambers and business associations:

American Indian Chamber of Commerce of California

Verizon partnered with the American Indian Chamber on its **Entrepreneurial Development Program** to provide business owners with practical information and training on starting new businesses, capacity building for existing businesses, and providing procurement opportunities.

Asian Business Association of Los Angeles

Verizon partnered with the ABA-LA on two workshops at the **California Asian Business Summit**. The workshops were designed to introduce small diverse businesses to opportunities in the green economy, provide strategies to utilize innovative technology including machine to machine solutions to open their businesses to new opportunities while becoming more environmentally friendly through the use of sustainability practices. These workshops demonstrated how combination of technology and sustainability practices can help small businesses not only lower cost and increase profits but at the same time address environmental needs.

Asian Business Association of Orange County

Verizon partnered with the ABA-OC to provide **Business Economic Development and Matchmaking Program**. The workshops focus on real business opportunities for small to medium size businesses, rules and regulations of private and government contracting opportunities, getting businesses certified, targeted market research, financial outlook, capabilities structure, preparing bids and market leads.

Asian Pacific Islander Small Business Program

Verizon partnered with the Asian Pacific Islander Small Business Program to provide **Social Media and Technology Training for Small Businesses**. The workshop focused on maximizing website use for small businesses and communication technologies that facilitate small business management.

Black Business Association of Los Angeles

Verizon partnered with the BBA on the **eBusiness Technology Academy (Academy)** and the **Business Entrepreneur Training Institute (BETI)**. The Academy trained small and minority owned entrepreneurs on how to use technologies, such as e-marketing, e-procurement, customer relations management tools and incorporate them into the daily operations of their businesses to increase operational efficiency. The series also educates entrepreneurs in using smart wireless technologies to run their businesses on the go. BETI is a 12 week training program in partnership with the Business Division of West Los Angeles College that teaches new and veteran entrepreneurs how to operate a successful business. Verizon representatives also acted as judges during the BBA's "Elevator Speech" workshop during the BBA's annual meeting.

California Black Chamber of Commerce

The **Green Business Development & Youth Entrepreneurship Program** is focused on multi-ethnic students from disadvantaged families. The program provides students with access to industry leaders, technology, and industry information - all with a focus on the ever developing green economies in the US

and abroad. Students have the opportunity to acquire skills and build vital business and personal networks that will enhance their effectiveness as future business owners.

California Asian Pacific Chamber of Commerce

Verizon continued to partner with the CAPCC on its **Case Management/Technical Assistance Supplier Diversity Program**. The program is a statewide online program that helps low to moderate income (LMI) small businesses gain the training necessary to compete in contracting/bidding opportunities. The program provides procurement advocacy, counseling, training, matchmaking and business opportunities.

California Hispanic Chambers of Commerce (CHCC)

Verizon partnered with the CHCC on its **Broadband Initiative**. The CHCC offers technology based training focusing on job creation and broadband adoption. Technology topics include: use of computers, website development, financial management, ecommerce, emarketing, eprocurement, project management, online collaboration, online communications and purchasing and inventory management.

California Small Business Education Foundation

Verizon partnered with California Small Business Education Foundation on two technical assistance and capacity building programs: **Small Business Statistical Resource Center** and **Small Business Statistical Resource Project**. The Small Business Statistical Resource Center provides technical assistance and educational opportunities for small businesses and the public at-large in California. The Small Business Statistical Resource Project provides data and research products that will help inform and educate the small business firm as well as serve as a reference for the private, public and consumer on the economic importance of the small business entity. It provides contemporary, rigorous, ethical, non-partisan reports on the state of the economy, particularly as it relates to the small business contribution.

Latin Business Association Institute (LBA-I)

Verizon continued to partner with the LBA-I on its **Supplier Diversity Procurement Boot Camp**. This 7-week program offers hands on training on the key elements of what it takes to develop a high performance business. It provides the tools necessary to build a company's infrastructure so it can position itself to obtain contract and procurement opportunities within the public and private sectors. This landmark entrepreneurial program enables small businesses to develop key skills to build their requisite capacity.

Latino Business Chamber of Greater Los Angeles (LBC-GLA)

Verizon continued its partnership with the LBC-GLA on its **Business Technology Center Training Programs**. The Tech Center focused on providing programs that include training in using social media and the technology needed to understand and utilize social media. With Verizon support the LBC-GLA expanded instruction on the utilization of mobile devices such as smartphones, tablets and netbooks. The Tech Center continued to provide instruction on business applications and software utilized by businesses in their day-to-day operations, the technological organization of data to generate a cost savings and be environmentally friendly, and machine to machine communications that enable better customer relationship management. These programs help business owners understand how technology can assist them in becoming more efficient and provide the basis for growth.

National Asian American Coalition

Verizon continued to partner with the National Asian American Coalition on its **Micro-Business Technical Assistance (MTA) Program**. The MTA is a 32-hour educational experience directed at micro-business owners to provide fundamental management skills training in specific core competencies needed to manage and operate a successful micro or small business. Verizon also partnered with the National Asian American Coalition on its **Capacity Building Program**. The Capacity Building Program is the next step for small business owners after completion of MTA program. The program provides further assistance for small businesses by enhancing business performance and ultimately providing contact and contract opportunities with reputable corporations. This program consists of five components: technical assistance, enhance performance, corporate commitment, mentoring and tracking.

National Latina Women's Business Association – San Diego (NLBWA-SD)

Verizon partnered with the NLWBA-LA in support of the **San Diego Emerging Latinas Entrepreneur Fellowship Technical Assistance Program**. The program curriculum provides education and training, mentoring, a support system for follow up in a series of targeted seminars for program participants. The business owners are taught the skills to effectively operate a successful business; understand the fundamental challenges of business management and the basic skills needed to excel as an owner. Business owners are provided a management template and educated on the importance of systematically planning, managing and developing their businesses.

San Francisco National Black MBA Association (SFNBMBAA)

Verizon partnered with the San Francisco National Black MBA Association to support for the **Creating Sustainable Businesses Program**. Consultants from the SFNBMBAA will conduct one-on-one sessions with business owners to create a plan which will result in the implementation of sustainable practices into business operations.

UCLA Anderson School of Management – Price Center

Verizon partnered with UCLA on the **Advanced Technology Management Institute**, a capacity building program which is aligned to support Verizon's advocacy and outreach programs for small businesses. The program goal is to provide entrepreneurs with the knowledge and managerial tools they will need to develop their businesses, taking into account the importance of emerging technologies and the critical relationships they must develop with their customers.

Advertising

In an effort to reach many of the diverse markets, Verizon advertises in several diverse publications:

- American Indian Business News
- American Business News
- Black EOE Journal
- Black Enterprise Magazine
- Hispanic Business Magazine
- Hispanic Network Magazine
- Minority Business Entrepreneur
- Minority Business News
- Veterans Business Journal
- Women's Enterprise Magazine

Verizon's Supplier Diversity advertisement directs the suppliers to our website, where suppliers can register their company's profile in our supplier database, learn about Verizon's products and services and find out how to do business with Verizon. Verizon's ad was also placed in programs and other publications at outreach events.

- Asian Business Association of Orange County Global Sourcing Procurement Conference
- Asian Business Association of Orange County Annual Recognition Awards
- California Hispanic Chambers of Commerce
- California Native American Indian Chamber of Commerce Expo
- DVBE Alliance Keeping The Promise Expo

- Elite Service Veteran Organization Businesses
- National Association of Women Business Organizations
- U.S. Hispanic Chamber of Commerce - Sacramento
- US Pan Asian American Chamber of Commerce

Verizon's website is a source for diverse suppliers wanting to do business with Verizon. The competitive bid process managed by our Supply Chain Services Operations organization enables qualified suppliers to compete for Verizon's business. The website provides the guidelines for the competitive bid process. It also provides certification information, event schedules and the Supplier Diversity Team contact information. Suppliers can input their profiles on-line, which is then accessible to all procurement managers for sourcing.

Awards and Recognition

- **Asian Business Association of Orange County** honored Verizon with their 2012 Corporate Excellence Award in recognition of the company's commitment to supplier diversity and its support of the Asian business community.
- **Black Economic Council** honored Verizon with the 2012 "Leading the Way Award" in recognition of Verizon's leading achievements in the area of supplier diversity.
- **Black Enterprise Magazine** named Verizon to Black Enterprise magazine's 40 Best Companies for Diversity for 2012. The elite companies were selected based on their commitment to diversity in four key areas: employee base, senior management representation, supplier diversity and board of directors. In selecting the companies, Black Enterprise evaluated diversity programs and consulted with diversity experts and corporate diversity officers. The publication also conducted an extensive survey with the CEOs and diversity executives of the top 1,000 of the country's largest publicly traded companies more than 100 leading global companies with strong U.S. operations. The list represented the corporations that fully embrace the diversity philosophy and have maintained their commitment to such practices across the board.
- **DiversityBusiness.com's** ranked Verizon in the top ten of the **Top 50 Companies for Multicultural Business Opportunities**. Verizon was selected by the minority and women-owned businesses themselves in an annual online poll that is available to more than 1,200,000 business voters. The business owners based their selections on the volume, consistency and quality of business opportunities granted to women- and minority-owned companies.
- **DiversityComm, Inc. (DCI)** named Verizon to the **"Best of the Best" List for Top Supplier Diversity Programs**. The selection was based on the "Best of the Best" in relation to outreach and accessibility to the African American, Hispanic/Latino, Veteran and Female population.

- **DiversityInc** has named Verizon to its list of Top 50 Companies for Diversity for the tenth consecutive year. The company, which is ranked No. 11 this year, has twice earned the No. 1 spot. The list ranks the Top 50 companies for consistent strength in four areas: CEO commitment, human capital, corporate and organizational communications, and supplier diversity.
- **Diversity MBA Magazine** ranked Verizon in the top-10 placement in the “50 Out Front for Diversity Leadership: Best Places for Diverse Managers to Work” list.
- **Long Beach Chamber of Commerce** presented Verizon with the Corporate Citizen of the Year Award. The award was presented at the Long Beach Chamber’s Entrepreneur of the Year Award Luncheon.
- **National Minority Supplier Development Council** honored Verizon with their successful, long-term collaborations and mentorships with minority-owned firms.
- **Women's Business Enterprise National Council (WBENC)** has named Verizon as a “**Top Corporation**” for Women’s Business Enterprises for 2012. The company was honored for its world-class supplier diversity program that created level playing fields for women's business enterprises to compete for corporate contracts in addition to offering equal access to business opportunities that resulted in productive business partnerships with women entrepreneurs and valuable products and services for our customers.

Board Participation

Verizon managers and executives serve on several organizational boards as officers and advisors. They offer advice and counsel to small businesses on how to grow their business in addition to assisting suppliers on how to meet Verizon's business needs.

Business Organization Involvement - Meetings, Conferences, Trade Fairs and Recognition Events

Verizon participates in external supplier conferences and network events focused on minority-, women-, and service disabled-owned businesses, and actively seek diverse suppliers through our ongoing commitment, collaborations, and advocacy with national, regional, and local minority-and women-owned business development organizations, advocacy groups, expos and trade shows. In addition, the Supplier Diversity team hosted trade fairs for WMDVBES procurement seminars, and conducted site visits for WMDVBES. Detailed interviews were conducted covering operations, management, and seminars for WMDVBES designed to teach them “how to do business” with Verizon. The Supplier Diversity team also provided managerial and technical assistance to WMDVBES.

Over the past year Verizon supported the following external events, among others, aimed at promoting diversity in business:

- Asian Business Association (ABA) Los Angeles Small Business Exchange
- Asian Business Association of Orange County Business Symposium
- Asian Business Association of Orange County Global Sourcing Procurement Conference
- Black Business Association of Los Angeles – Procurement Exchange Conference
- Black Economic Council
- Black Economic Supplier Diversity Council Conference
- California American Indian Chamber of Commerce – Statewide Conference
- California Black Chamber of Commerce Ron Brown Economic Summit
- California Hispanic Chambers of Commerce – Statewide Convention and Trade Fair
- California Public Utilities Diversity and Small Business Panels
- California Utilities Diversity Council
- California Public Utilities Commission Media Forum
- California Public Utilities Small Business Summits: Irvine, San Ramon
- DVBE Alliance – Keeping the Promise Awards Banquet and Trade Fair
- DVBE Alliance - Workshops for new small businesses
- Elite Services Disabled Veteran Own Business Network Annual National and State Conferences
- Inland Empire Service Disabled Veteran Organization Small Business Summit
- Los Angeles National Association of Women Business Owner's (NAWBO) Business Awards Luncheon
- Latin Business Association Awards Dinner
- Latino Business Chamber of Greater LA Business Workshop
- Minority Business Development Council of San Diego

- National Asian American Coalition
- National Association of Women's Business Organizations Annual Awards
- National Minority Supplier Development Council's National Conference and Trade Show
- Northern California Supplier Development Council – Opportunity Fair
- Northern California Supplier Development Council – Annual Awards Banquet
- National Latina Women's Business Association – Los Angeles
- National Latina Women's Business Association – San Diego
- San Diego Minority Supplier Business Development Opportunity Expo
- Senator Curren Price, Jr.'s Small Business "Prep for Primes" Forum
- U. S. Pan Asian American Chamber of Commerce Business Connection – West
- U. S. Hispanic Chamber of Commerce National Business Conference – Los Angeles
- Women Business Enterprise National Council Conference

California Joint Utilities Committee

Verizon is the Chair on the California Joint Utilities Committee, working together with the joint utilities on common regulatory issues relative to GO 156, the Clearinghouse and other regulatory issues. Verizon serves as Liaison to the CPUC for the CA JU and PRWT. The joint utilities meet at least quarterly to discuss regulatory changes that might affect the program or the way the utilities report results to the CPUC annually. In 2012, Verizon actively collaborated with the major utilities in California to successfully resolve diversity issues.

California Utilities Diversity Council (CUDC)

Verizon is a member of the CUDC and through its participation, shares diversity best practices in the areas of governance, supplier diversity, employment, philanthropy, and customer service. In 2012, Verizon's West Region President agreed to serve on the directorate of the CUDC.

CPUC Small Business Expos, Procurement Sessions and Workshops

In 2012, Verizon participated in Small Business Expos throughout the state of California to promote small business development. Verizon procurement and supplier diversity managers participated in the panel presentations on "How to Do Business with the Utilities," one-on-one Business Matchmaking and networking

with diversity businesses. Verizon was able to identify diverse suppliers to include in RFPs and engaged several new suppliers.

External Communication

The Verizon Supplier Diversity team continued with extensive communications effort.

1. Verizon participated in forums, workshops and outreach programs sponsored by key WMDVBE advocacy groups such as: (i) the National Minority Supplier Development Council (NMSDC), (ii) United States Pan Asian American Chamber of Commerce (USPAAC), (iii) the California Black Chamber of Commerce (CBCC), (iv) DVBE Alliance, (v) Black Business Association; (vi) National and California Hispanic Chambers of Commerce; (vii) Elite Service Disabled Veteran Owned Business (SDVOB) Network, (viii) Asian Business Associations-Los Angeles and Orange County Chapters, (ix) Latino Business Chamber of Greater LA and (x) Black Economic Council.
2. Verizon advertised its program in publications such as the (i) *Minority Business News*, (ii) *Hispanic Business*, (iii) *Diversity Inc.*, (iv) *Black Enterprise Magazine*, and (v) *Women's Enterprise USA Magazine*.
3. Verizon continues to meet and communicate with key prime suppliers to review requirements for W/M/DVBE subcontracting.
4. Verizon responded to daily requests for information from prospective W/M/DVBE suppliers. Staff maintained daily outreach efforts to incumbent W/M/DVBE suppliers, directly meeting with many and answering requests for information.

Education and Training

Verizon sponsored and funded several business development workshops for diverse small businesses in 2012. These workshops provided training such as: business development, loans, payroll, management, operations, and marketing. Verizon was also a sponsor of the technical assistance programs workshops taught by the California Hispanic Chamber of Commerce. Organizations that supported and benefited from Verizon's effort were: the California Disabled Veteran's Alliance, Asian Business Association of Los Angeles and Orange County Councils, Black Business Association, the California Hispanic Chambers of Commerce, Hispanic Chamber of Riverside, Elite Service Disabled Veteran Owned Business (SDVOB) Network and the American Indian Chamber of Commerce of California. Verizon managers provide formal and informal training to diverse and small business suppliers they encounter at the various events they attend such as: matchmaking, networking, opportunity fairs, business forums, symposiums, etc.

GO 156 §9.1.2: A summary of W/M/DV BE purchases and/or contracts, with breakdowns by ethnicity, product and service categories, compared with total utility contract dollars, awarded to outside vendors in those categories is attached as: **9.1.2 Exhibit A.**

WMDVBE Annual Results by Ethnicity - Verizon Wireless						
2012 GO156						
LINE NO.			DIRECT	SUB	TOTAL (\$)	TOTAL (%)
1	MINORITY MEN	ASIAN PACIFIC M	\$ 157,887,472	\$ 21,734,005	\$ 179,621,477	8.13%
2		BLACK M	\$ 1,551,434	\$ 6,809,783	\$ 8,361,217	0.38%
3		HISPANIC M	\$ 2,758,109	\$ 354,904	\$ 3,113,013	0.14%
4		NATIVE AMERICAN M	\$ -	\$ 539,031	\$ 539,031	0.02%
5		MULTI-ETHNIC M	\$ -	\$ -	\$ -	0.00%
6		TOTAL MINORITY MEN	\$ 162,197,016	\$ 29,437,723	\$ 191,634,739	8.68%
7	MINORITY WOMEN	ASIAN PACIFIC W	\$ 206,893,106	\$ 70,320,672	\$ 277,213,778	12.55%
8		BLACK W	\$ 5,468,965	\$ 29,667	\$ 5,498,632	0.25%
9		HISPANIC W	\$ 788,595	\$ 1,785,049	\$ 2,573,644	0.12%
10		NATIVE AMERICAN W	\$ -	\$ -	\$ -	0.00%
11		MULTI-ETHNIC W	\$ -	\$ -	\$ -	0.00%
12		TOTAL MINORITY WOMEN	\$ 213,150,667	\$ 72,135,388	\$ 285,286,055	12.92%
13	TOTAL MINORITY BUSINESS ENTERPRISE		\$ 375,347,682	\$ 101,573,111	\$ 476,920,793	21.59%
14	WOMEN BUSINESS ENTERPRISE (WBE)		\$ 54,557,510	\$ 6,663,391	\$ 61,220,901	2.77%
15	SUBTOTAL WOMEN, MINORITY BUSINESS		\$ 429,905,192	\$ 108,236,502	\$ 538,141,694	24.36%
16	SERVICE DISABLED VETERAN BUSINESS		\$ 24,693	\$ 121,375	\$ 146,068	0.01%
17	TOTAL WMDVBE		\$ 429,929,886	\$ 108,357,877	\$ 538,287,763	24.37%
18	TOTAL PRODUCT/SERVICE				\$ 2,208,878,022	

GO 156 §9.1.3: W/M/DV BE program expenses incurred in 2012 include operation costs for the Supplier Diversity department

Line No.	Expense Category	Description	2012 Actual
1	Wages	Two (2) supplier diversity managers and one supplier diversity director	\$ 309,045
2	Other Employee Expense	Travel, Mileage	\$ 15,646
3	CPUC Clearinghouse	Verizon's share of overall costs	\$ 106,903
4	Program Expense	Outreach, sponsorships, promotional material	\$ 64,843
5	Technical Assistance (TA)	Funding expended on TA programs to WMDVBE and small businesses	\$ 557,276
	Total		\$ 1,053,713

The Verizon Supplier Diversity team also receives external affairs, marketing, regulatory, legal and other support that is not quantified in the table above.

GO 156, § 9.1.4: A description of progress in meeting or exceeding set goals and an explanation of any circumstances that may have caused the utility to fall short of its goals

WBE

Verizon Wireless WBE purchases accounted for over \$61.2 million of total purchases.

MBE

Verizon Wireless has consistently increased its purchases with MBEs year over year. In 2012, Verizon Wireless procured over \$476 million with MBEs which is an increase of 88% over prior year 2011 (\$331 million). The team focused on large and small RFPs across the various products/services that had Verizon California spend impact. The team worked directly with Sourcing Process Leaders and cross-functional teams to ensure that MBE suppliers were considered for every opportunity. Verizon continues to focus on increasing spend with MBE suppliers in historically underutilized product service areas. Verizon increased its support of small and minority businesses by sponsoring the Verizon Premier Supplier Academy, technical assistance workshops, small business educational scholarships, business development workshops and other projects to increase the skill and knowledge of the growing small business segment in California. Verizon did this through organizations such as: the Black Business Association, the California Black Chamber, Asian Business Associations and the California Hispanic Chambers of Commerce. Through these organizations Verizon was able to identify potential suppliers in areas with low utilization. Efforts in 2011 and throughout 2012 positioned Verizon Wireless to show improvement in these areas.

DVBE

Verizon heightened its collaboration with five major utilities and major corporations who worked in conjunction with the Elite Service Disabled Veteran Owned Business (SDVOB) Network and DVBE Alliance to identify more qualified suppliers in this category. Verizon intensified its focus to identify and introduce (via the RFP/bidding process) those suppliers in order to increase spend in their respective categories. Three California certified DVBEs, along with two other non-California certified DVBEs, were included in several major RFP opportunities throughout 2012. Three California DVBEs were also introduced into Verizon's Premier Supplier Academy which allowed them to be introduced to several major corporations, attend workshops and provided with contract opportunities.

Through the California DVBE Alliance and Elite SDVOB Network, Verizon sponsored business development workshops for disabled veterans who want to start businesses. These workshops taught the veterans how to begin, where to acquire financing, and how to create a business plan. At the DVBE Alliance "Keeping the Promise" event, Verizon managers participated in the one-on-one Business Matchmaking sessions identifying three suppliers that are likely to partner with Verizon on state and federal contracts.

The Supplier Diversity team worked closely within the Sourcing, Marketing and Network Services teams to identify opportunities for DVBEs to be included in Verizon's Supplier Diversity program and Premier Supplier Academy.

GO 156, § 9.1.5: Summary of Prime Contractor utilization of W/M/DV BE subcontractors

In 2012, Verizon focused on Second Tier Spend which provided a direct means to increase contracting opportunities for minority and women business enterprises (MWBES) through Prime Supplier (Tier 1) engagement, ensuring continued participation by diverse suppliers in the supply chain. In addition we worked with various state and nationally recognized organizations whose mission is to link minority, women owned and disabled veteran owned firms to corporate business opportunities. We identified and worked with several Verizon prime suppliers who we view as essential to our company's operations to utilize W/M/DV BE firms.

Prime suppliers submitted second tier spend with W/M/DV BE suppliers in the following categories:

Classification	\$Amount
Black	\$6,839,450
Asian Pacific	\$92,054,677
Hispanic	\$2,139,953
Native American	\$539,031
MBE Total	\$101,573,111
WBE	\$6,663,391
DVBE	\$6,784,766
Total Diversity (Tier 2) Total	\$108,357,877

GO 156, § 9.1.6: A list of W/M/DV BE complaints received during the past year, accompanied by a brief description of the nature of each complaint and its resolution or current status.

Verizon is proactive in resolving issues that arise as a result of direct or subcontracting relationships. There were no formal complaints in 2012.

GO 156, § 9.1.7: A summary of purchases and/or contracts for products and services in excluded categories.

Verizon Wireless did not exclude any product/service category from its purchase base. Only exclusions specifically stated in General Order 156, Section 8 such as payments to other utilities, government fees and taxes and Verizon affiliates are excluded.

GO 156, § 9.1.8: A description of any efforts made to recruit W/M/DV BE suppliers of products or services in procurement categories where W/M/DV BE utilization has been low, such as legal and financial services, fuel procurement, and areas that are considered highly technical in nature.

Verizon continued to focus on areas of low utilization. One of the key successes in our supplier diversity program is involvement in numerous diverse organizations. Verizon utilized several minority, women and disabled veteran databases to identify potential diverse suppliers; for example, the National Minority Supplier Development Council's MBSYS database, the CPUC Clearinghouse database, the Women's Business Enterprise National Council's database, the Small Business Administration database, the Department of General Services and other federal, local and state databases. Verizon continued to target advertising and outreach events in order to maximize recruiting opportunities and partnerships. At the diversity events, Verizon Supplier Diversity Managers, procurement members and line of business champions, met one-on-one with suppliers.

GO 156, §9.1.9: Document and data retention policies

Verizon Wireless will comply with the requirements specified in GO156.

GO 156, §9.1.10a: Each utility which elects to report fuel procurement separately must file with the Executive Director by March 1 of each year, beginning in 1991, a separate detailed and verifiable report on W/M/DV BE participation in fuel markets.

This section does not apply to Verizon.

GO 156, §9.1.10b: WMDVBE purchases in product or services categories that include renewable and non-renewable energy, wireless communications, broadband, smart grid and rail projects.

Verizon has partnered with the Department of Energy's (DOE) National Renewable Energy Laboratory (NREL) to develop energy reduction methods in the information and communications technology (ICT) industry. Through this first-of-its-kind agreement between an ICT company and a DOE national laboratory, NREL's work with Verizon was designed to produce a blueprint for energy efficiency and renewable energy across our operations. Three power and energy projects were conducted in the Northeast. No WMDVBE dollars were spent in California year-to-date.

Verizon has set the goal of reducing our carbon footprint by 50 percent by 2020. Verizon runs more than a 100 Energy Star certified wireless stores, more than 60 [Leadership in Energy and Environmental Design] certified buildings. With Verizon technology we've made our buildings smart buildings. Other projects that incorporated WMDVBE suppliers included at our fleet and effected route optimization with our technology

Verizon held a Sustainability Summit for Small Businesses in Los Angeles, which included Former California EPA Secretary, Verizon Chief Sustainability Officer Jim Gowen, and many others participated in a discussion about ideas, solutions and public policy to help small businesses become more sustainable. As keynote, Gowen shared, "you need to build sustainability into the DNA of your company." Former EPA Secretary advised, "the average Californian uses 50% less energy than the average US citizen." This event is another way Verizon is working to share information and solutions to help our customers and communities to save money and reduce their environmental footprint.

Section 10 of GO 156 requires utilities to discuss their plans to increase spend in supplier diversity for the next reporting year. Verizon's plan is as follows:

GO 156, §10.1.1: Short, mid and long terms goals by product and service category. <i>EXHIBIT B.</i>

Exhibit B shows Verizon on track to meet the short, mid and long-term GO 156 goals as required by Section 8. Verizon's Section 10.1.1 Chart is attached as Exhibit B.

GO 156, §10.1.2: A description of W/M/DV BE program planned for the next calendar year (internal program activities).

PLANNED WMDVBE PROGRAM ACTIVITIES FOR 2013

Verizon Wireless will continue to make concerted efforts to strengthen its Supplier Diversity results:

Internal Program Activities

Verizon Wireless will continue to implement its California Supplier Diversity program with an emphasis on objectives for all key products/services and continuous improvement across all business units. Verizon will also take additional steps to reach its goals, including:

- Analyze, develop and implement strategic plan to increase commitments to existing diverse suppliers and to provide opportunities for suppliers in low utilization areas.
- Maintain a pool of qualified certified suppliers to meet business needs of Verizon
- Increase participation on cross functional teams for RFPs and contracts to drive inclusion of diverse suppliers in support of sourcing, commercial and federal sales teams.
- Actively include qualified diverse suppliers as subcontractors/2nd tier vendors in Verizon procurement opportunities.
- Proceed with third phase of Supplier Diversity Awareness Campaign and Premier Supplier Academy to include training, “how to do business” workshops and processes and strategies.
- Analyze and increase utilization on non-traditional such as legal, financial and investment management areas.
- Strategically partner and collaborate with internal business units and Suppliers to develop and implement strategies to increase diverse spend.
- Assess direct and indirect procurement opportunities and identify crucial RFPs with an impact on Verizon California and proactively work with the Cross-Functional Teams to emphasize key strategies.
- Partner with Sourcing and strategic prime suppliers to ensure multi-tier diversity inclusion.
- Continue to work with internal customer groups outside of the sourcing process whose functions impact use of key California suppliers. Ensure WMDVBEs are included in the competitive process for every contract opportunity.

- Communicate Verizon's short and long term supplier diversity related strategic directions to key internal stakeholders.
- Continue to educate, increase awareness and work closely with prime suppliers to ensure they meet their utilization requirements.
- Consistently monitor, review and analyze reports to track progress to ensure diversity initiatives are being executed.
- Conduct periodic quantitative analysis of overall supplier diversity performance by internal business units.
- Continue to communicate and educate the supplier diversity message of diversity and inclusion through the monthly Sourcing and Procurement Operations Newsletter.
- Continue to collaborate with minority and non-minority advocacy organizations and prime contractors to support doing business with and encourage economic development of minority, women-owned and disabled veteran suppliers and contractors.
- Support and mentor suppliers by nurturing their successes, providing favorable feedback, and suggest partnerships with organizations that are work to improve their opportunities.
- Encourage primary suppliers to diversify their own base of minority- and disabled veteran- owned suppliers and subcontractors, and to develop relationships that would be mutually beneficial.

GO 156, §10.1.2: A description of W/M/DV BE program planned for the next calendar year (external program activities).

External Program Activities

Verizon Wireless will continue to develop its Supplier Diversity program, with an emphasis on outreach to supplier community, web-based tools to allow effective supplier access, and the development of best practices within our industry. Verizon will also closely monitor opportunities to increase spending results, to promote Supplier Diversity and to meet its objectives, including:

- Provide guidance and training to Prime Suppliers on Tier Two Spend reporting.
- Partner with various Chambers of Commerce and business associations to conduct one-on-one meetings between WMDVBEs and Verizon Sourcing Process Leaders to discuss both current opportunities in California and general Verizon requirements for the applicable product or service.
- Lead, secure and maintain partnerships with prime suppliers to host Premier Supplier Academy informational and opportunity seminars.
- Host Verizon Premier Supplier Academy and Diversity Fairs with focus on the strategic opportunities with greatest underutilization.
- Develop existing WMDVBEs for 2nd tier strategic opportunities.
- Encourage diverse suppliers to achieve and maintain certifications and to enter and update their profiles on our website registration database.
- Participate in local, regional and national Supplier Diversity events which include: conferences, forums, symposiums, trade fairs workshops, and panels.
- Continue to actively partner with the CPUC, Joint Utilities, Elite Service Disabled Veteran Owned Businesses (SDVOB), DVBE Alliance and various chamber organizations to build awareness of Verizon's procurement requirements by participating in business matchmaking and one-on-one supplier meetings between Supplier Diversity and a qualified pool of WMDVBE firms.
- Monitor results and work closely with prime suppliers to ensure that they meet their 2nd tier utilization requirements and review and expand areas of opportunity for diverse spend.
- Continue to invest in and partner with California minority business associations to provide their members with technical assistance programs designed to

increase the number of minority businesses serving as qualified suppliers of goods and services with major utilities and telecommunications companies.

- Maintain active membership in several supplier diversity organizations and various associations including the National Minority Supplier Development Council, the Women's Business Enterprise Council, Latin Business Association, and Asian Business Associations.

GO 156, §10.1.3: Plans for recruiting W/M/DV BE suppliers of products or services where W/M/DV BE utilization has been low, such as legal and financial services, fuel procurement, and areas that are considered highly technical in nature.

- Verizon will continue to participate in the CPUC legal, professional services and financial forums throughout the state in order to identify diverse suppliers in these areas.
- Verizon will communicate professional legal and financial organizations to identify diverse suppliers.
- Verizon will continue to benchmark with other utilities to identify diverse suppliers in low utilization areas.
- Verizon will continue to work with prime suppliers in such areas as logistics, fiber optic cable cutting, and real estate services to encourage use of W/M/DV BEs in areas related to such prime suppliers' core competencies. Verizon's policy is to accept as part of its second tier program only expenditures related to direct costs incurred in the production of products or the provisioning of services for Verizon, including subcontracting costs where applicable.
- Verizon will work within the industry to continue to develop best practices for developing sustainable supplier diversity growth.
- Verizon will utilize the numerous diverse databases for sourcing.
- Verizon will continue to focus on recruiting, identifying and positioning DVBE suppliers for key RFPs.

GO 156, §10.1.4: Plans for seeking and/or recruiting W/M/DV BE suppliers of products or services in any “excluded category” of products or services which has been removed from the procurement dollar base used to set goals because of the established unavailability of W/M/DV BE suppliers.

Verizon Wireless has not used exclusions in providing this report. Only exclusions specifically stated in General Order 156, Section 8 were excluded from its procurement dollar base spend.

GO 156, §10.1.5: Plans for encouraging both prime contractors and grantees to engage W/M/DV BE in subcontracts in all categories that provide subcontracting opportunities.

Guidelines for utilization of W/M/DV BE subcontractors by non-W/M/DV BE First Tier suppliers are included in each RFP. As part of their response to Verizon RFPs, prime suppliers are required to include their W/M/DV BE utilization plan. In addition, Verizon contracts include a diverse spend target. The plan requires a list of specific W/M/DV BE to be utilized as well as projected dollars or percentage of work they will receive. Audits are periodically conducted to assure contract compliance. A verbal and written communication is sent to any supplier that is underperforming reminding it of contractual commitments. Prime suppliers are also required to report their W/M/DV BE subcontracting activity to Verizon on a regular basis. The Supplier Diversity organization is responsible for tracking this information.



Exhibit A

Product/Service Detail

Period Reporting: January 2012 thru December 2012

Category		SIC	Major Group	Tier 1 (Direct) Product/Service Description	African American		Asian-Pacific		Native American		Hispanic		Not Identified by Ethnic		Men	Women	MBE	WBE	DVBE	MWDVBE	Procurement	Total Company
					Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Total Minority Male	Total Minority Female	Total Minority Business (MBE)	Minority Women Business (WBE)	Non-Minority Women	Disabled Veteran		
27, 73	1	Advertising, Mkt Printing	\$	2,255	3,740,739	1,890,398	0	0	0	0	244,610	0	0	1,892,653	3,985,349	5,878,002	36,630,336	0.00%	0.00%	42,508,338	86,540,151	129,048,489
			%	0.00%	2.90%	1.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.47%	3.09%	4.55%	28.38%	0.00%	0.00%	32.94%	67.06%	100.00%
73	2	Business Services	\$	1,612,057	1,397,943	84,920,841	28,570,771	0	0	35,099	105,000	0	0	86,567,997	30,073,714	116,641,711	3,287,682	675	119,930,068	316,839,892	436,769,960	
			%	0.37%	0.32%	19.44%	6.54%	0.00%	0.00%	0.01%	0.02%	0.00%	0.00%	19.82%	6.89%	26.71%	0.75%	0.00%	0.00%	27.46%	72.54%	100.00%
55	3	Fleet Equipment & Services	\$	0	0	0	0	0	0	0	82	0	0	0	82	82	12,744	0	12,826	69,187	82,013	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.10%	0.10%	15.54%	0.00%	0.00%	15.64%	84.36%	100.00%
63	4	HR Benefits	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
35	5	IT - Hardware & Software & SVC	\$	314,100	48,085	4,450,881	54,905,394	1,859	0	0	0	0	0	4,766,840	54,953,480	59,720,320	3,098,456	0	62,818,776	100,485,932	163,304,708	
			%	0.19%	0.03%	2.73%	33.62%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.92%	33.65%	36.57%	1.90%	0.00%	0.00%	38.47%	61.53%	100.00%
16, 48	6	Enterprise Equip & Services	\$	8,900	4,900	0	168,984,482	0	0	121,900	14,956	0	0	130,800	169,004,338	169,135,138	318,751	0	169,453,889	241,415,648	410,869,537	
			%	0.00%	0.00%	0.00%	41.13%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.03%	41.13%	41.17%	0.08%	0.00%	0.00%	41.24%	58.76%	100.00%
59	7	Office Supplies	\$	0	0	0	34,620	0	0	4,081	0	0	0	4,081	34,620	38,701	110,198	0	148,898	2,206,037	2,354,935	
			%	0.00%	0.00%	0.00%	1.47%	0.00%	0.00%	0.17%	0.00%	0.00%	0.00%	0.17%	1.47%	1.64%	4.68%	0.00%	6.32%	93.68%	100.00%	
16	8	Other Communication Equip&SVC	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,886,202	2,886,202	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	
17	9	Outside Plant equipment	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
16	10	Outside Plant Services	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	69,809	69,809	0	0	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	13.83%	13.83%	0.00%	86.17%	100.00%	
65	11	Real Estate	\$	528,546	20,200	49,391,808	7,632	0	0	16,846	210,396	0	0	49,937,200	238,228	50,175,428	3,785,353	24,693	53,965,474	279,160,861	333,146,335	
			%	0.10%	0.01%	14.83%	0.00%	0.00%	0.00%	0.01%	0.06%	0.00%	0.00%	14.99%	0.07%	15.06%	1.14%	0.00%	16.20%	83.80%	100.00%	
15, 36, 73	12	Network Construction	\$	900,488	257,098	23,893,212	12,035,882	0	0	2,533,052	458,243	0	0	27,326,752	12,751,223	40,077,975	10,850,969	120,700	51,049,644	433,993,652	485,043,296	
			%	0.19%	0.05%	4.93%	2.48%	0.00%	0.00%	0.52%	0.09%	0.00%	0.00%	5.63%	2.63%	8.26%	2.24%	0.00%	10.52%	89.48%	100.00%	
73	13	Training/Staffing	\$	4,994,870	29,667	15,074,338	12,674,997	537,172	0	272,750	1,540,357	0	0	20,879,130	14,245,021	35,124,151	3,056,602	0	38,180,753	204,745,380	242,926,133	
			%	2.06%	0.01%	6.21%	5.22%	0.22%	0.00%	0.11%	0.63%	0.00%	0.00%	8.59%	5.86%	14.46%	1.26%	0.00%	15.72%	84.28%	100.00%	
36	14	Transport Broadband	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
47	15	Transportation	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
70	16	Travel	\$	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
81	17	Legal	\$	0	0	0	0	0	0	129,286	0	0	0	129,286	0	129,286	6,666	0	129,286	1,812,347	1,941,633	
			%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.66%	0.00%	0.00%	0.00%	6.66%	0.00%	6.66%	0.00%	0.00%	6.66%	93.34%	100.00%	
		Total	\$	8,361,217	5,498,632	179,621,477	277,213,778	539,031	0	3,113,013	2,573,644	0	0	191,634,739	285,286,055	476,920,793	61,220,901	146,068	538,287,763	1,670,590,260	2,208,878,022	
			%	0.38%	0.25%	8.13%	12.55%	0.02%	0.00%	0.14%	0.12%	0.00%	0.00%	8.68%	12.92%	21.59%	2.77%	0.01%	24.37%	75.63%	100.00%	



Exhibit B

2012

G.O. #156 Sec. 10.1.1

WMBE ANNUAL SHORT, MID & LONG TERM GOALS BY PRODUCT AND SERVICE CATEGORY

PRODUCTS		Short-Term (2012)				Mid-Term (2014)				Long-Term (2016)			
		Minority		Women Business	Women, Minority Business	Minority		Women Business	Women, Minority Business	Minority		Women Business	Women, Minority Business
		Men	Women	Enterprise (WBE)	Enterprise (WMBE)	Men	Women	Enterprise (WBE)	Enterprise (WMBE)	Men	Women	Enterprise (WBE)	Enterprise (WMBE)
Advertising, Mkt, Printing	%	1.5%	3.2%	29.0%	33.6%	1.5%	3.2%	29.5%	34.3%	1.6%	3.3%	30.1%	35.0%
Business Services	%	20.2%	7.0%	0.8%	28.0%	20.6%	7.2%	0.8%	28.6%	21.0%	7.3%	0.8%	29.1%
Fleet Equipment & Services	%	0.0%	0.1%	15.8%	16.0%	0.0%	0.1%	16.2%	16.3%	0.0%	0.1%	16.5%	16.6%
HR Benefits	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
IT - Hardware, Software & SVC	%	3.0%	34.3%	1.94%	39.2%	3.0%	35.0%	2.0%	40.0%	3.1%	35.7%	2.0%	40.8%
Enterprise Equipment & Services	%	0.0%	42.0%	0.1%	42.1%	0.0%	42.8%	0.1%	42.9%	0.0%	43.7%	0.1%	43.8%
Office Supplies, Office Equip.	%	0.2%	1.5%	4.8%	6.4%	0.2%	1.5%	4.9%	6.6%	0.2%	1.6%	5.0%	6.7%
Other Communication Equipment & SVC	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Outside Plant Equipment	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Outside Plant Services	%	0.0%	0.0%	14.1%	14.1%	0.0%	0.0%	14.4%	14.4%	0.0%	0.0%	14.7%	14.7%
Real Estate - Other	%	15.3%	0.1%	1.2%	16.5%	15.6%	0.1%	1.2%	16.9%	15.9%	0.1%	1.2%	17.2%
Network Construction Maintenance	%	5.7%	2.7%	2.3%	10.7%	5.9%	2.7%	2.3%	10.9%	6.0%	2.8%	2.4%	11.1%
Training/Staffing	%	8.8%	6.0%	1.3%	16.0%	8.9%	6.1%	1.3%	16.4%	9.1%	6.2%	1.3%	16.7%
Transport Broadband	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transportation	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Travel	%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Legal	%	6.8%	0.0%	0.0%	6.8%	6.9%	0.0%	0.0%	6.9%	7.1%	0.0%	0.0%	7.1%
TOTAL		5.0%	6.7%	2.7%	14.4%	5.1%	6.8%	2.8%	14.7%	5.2%	6.9%	2.8%	15.0%